

Kelly Hughes brings the world to troubled children

“The worst part of the trip was being homesick and sick most of the time. And the best part of the trip was learning what lonely really is and what my priorities in life are.”

Kelly Hughes, a recreation therapist with the Child Study and Treatment Center (CSTC) in Lakewood, is reflecting on her recent six month journey that took her through 10 countries.

Hughes, who has worked with seriously troubled children at the psychiatric hospital for the past four years, took an eight-month educational leave of absence from her job last March. Her goal: to travel and to put together a resource unit of games and children's lifestyles of other cultures to share with the children at CSTC.

Hughes traveled through Nepal, Thailand, Vietnam, Cook Islands, New Zealand, Indonesia, Australia, South Africa, Zimbabwe, and Zambia. During her journey she stayed in touch with the students and staff through the Internet and with postcards sent from her various locations.

“Every child here received at least one postcard from each country I visited while I was gone,” she said. “Some of these kids never get any mail.”

CSTC is the only state-operated psychiatric hospital for children. Most of the children, ages 5 through 17, have had considerable trauma in their young lives and, after numerous foster care and group home placements, require mental health treatment in a more restrictive setting.

Most of the children Hughes saw on her journey had few material goods, but still found a way to play and laugh. “Kids don't need Nintendo and fancy toys. I saw children in many villages where they used anything and everything

available,” Hughes said. “In Vietnam they used rubber bands woven together to make a jump rope. Plastic water bottles were converted into boats and one child had a grasshopper tied to a stick. The children would spin it around and watch the wings fly.”

Deeply committed to the children she works with, Hughes was back at the center sharing her experiences with the kids before her leave was up. With the help of the children, she produced a video from her slides, with narrative given by the CSTC staff and children from the Internet letters and postcards she sent.

Hughes has been sharing this presentation not only with the residents and staff at CSTC but also with the community. On her off hours, she has given presentations about her trip to local community groups, plus Recreational Equipment, Inc. She has been raising money to help purchase equipment for the new rock climbing gym at the hospital. She's raised \$1,000 and is aiming for a total of \$2,000.

Hughes and her fellow recreation therapists use Adventure Therapy to teach the children teamwork, self confidence, and how to take safe risks. They also learn how to offer and receive feedback, set goals, respect differences, and communicate, said Hughes.

“These kids have had dramatic lives, but I really see a light in their eyes when they play.”



Kelly Hughes kept in touch with staff at CSTC who followed her journey on the map behind her.

Hughes credits her supervisor, Byron Tani, and the CSTC chief executive officer, Mary LaFond, with making her experiences possible.

“I couldn't have done anything I have without the support of Byron and Mary LaFond. I've never had a job before where I have been able to be this creative and been given such room to grow,” she said.

Her trip was not without hardships. “I was sick from the water and heat most of the time. It was a huge deal when I got back to a big city and found air conditioning and a western toilet.

“But I really learned what my priorities are and that it's so important to take the time to focus on them. I'm learning there are things I can't control and not to let them consume me.”

Hughes also affirmed with herself that she is passionate about life and wants the children she works with to share that passion.

“I believe strongly in what recreation does for these children and I'm very happy in what I do. This work is not an effort - I love it.”

1999 DSHS Request Legislation

The following pieces of legislation are being requested by DSHS for consideration by the members of the 56th Legislature.

Family Planning Services

It is estimated that over 60 percent of pregnancies to low-income women in Washington State are unintended. Unintended pregnancy can lead to welfare dependency and difficulty in achieving and maintaining self-sufficiency, resulting in higher expenditures for both mother and child. Family planning services for low-income individuals would allow medical services to prevent pregnancy to be as readily available as health care coverage for pregnancy and would reduce state paid maternity care.

Currently, state policy offers medical services to this category of women only after they are pregnant.

If a federal waiver is granted, this proposal would enable the department to use state and federal funds to expand family planning services under the medical assistance program codified in chapter 74.09 RCW.

These services would include all federal and drug administration-approved contraceptives, sterilization services, and medical services associated with the use of contraceptive and sterilization services, educational services, social services, and interpretive services necessary to aid individuals to avoid unintended pregnancy.

The fiscal impact is \$6,428,000.

(Continued on page 2)

Inside

Secretary Quasim shares the stages of administrations.. **2**

Executive Administration QTIP teams **3**

Some tips on how to empower your employees **5**

What is respect? **6**

Secretary's
corner
by Lyle Quasim



Gov. Gary Locke's administration came into office in January 1996 and is now entering its third year. I believe it is important for each

of us to understand the cycles of an administration. Often we get so focused on day-to-day pressures and tasks we fail to stand back and look at the big picture.

There are four stages each administration goes through.

During the first year a governor pulls together a credible team of agency directors and identifies concrete goals, strategies, and outcomes.

The focus of the second year is on implementing those strategies. It is in this second year that agencies and the administration build the process and architecture to generate results.

In the third year, the present, it is our responsibility to deliver outcomes for the goals we established.

The emphasis in the fourth year is on building a record of accountability. It's this record of accomplishments the Governor reports back to the citizens.

We in DSHS are no small player in this process. We represent approximately 25 percent of the total state revenues spent. If you eliminate K-12 spending, DSHS accounts for 50 percent of the discretionary spending.

Shortly after Gov. Locke assumed office, I entered into a performance agreement with him. Each year I am held accountable for those measures and the list is refined for the next year.

- My current goals focus on:
- Advancing self-sufficiency and improving the quality of life for individuals and families in need;
 - Helping children and vulnerable adults lead healthy and secure lives;
 - Protecting citizens from dangerous behaviors;
 - Improving healthy conditions for people in need and strengthening service delivery;
 - Streamlining for efficient service delivery, and
 - Respecting diversity and promoting teamwork.

For us in DSHS to deliver successful outcomes to the Governor and the citizens, we must work in a quality environment. This means an environment with cross-agency collaborations; it means understanding the business implications of our day-to-day operations; it means showing the public the value they receive for the resources DSHS spends; and it means building successful careers in public service that we can all be proud of.

Lyle Quasim



Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov

From an employee

Dear Secretary Quasim,

I am a social worker with the Tumwater Home and Community Services office. I perform home visits to assist functionally-disabled adults and their families to maximize service options, independence and quality of life.

As result, many clients and their families ex-

pressed their satisfactions and gratitude for DSHS. I would like to take this opportunity to convey their sincere expressions of appreciation to you. I am proud of myself being a member of the DSHS family.

I wish you and your family peace and contentment for this time of year and always.

With respect, Hui Cha Le

1999 DSHS Request Legislation

(Continued from page 1)

Service and Expiration of Child Support Enforcement Documents on Employers and Others

A 1998 statutory change allows the Division of Child Support to serve employers with wage withholding documents by regular mail. The service requirements were not changed for a companion document, the Notice of Enrollment, which requires an employer to enroll a child in the responsible parent's health insurance coverage. Another issue addressed in this proposal is that some responsible parents and employers attempt to avoid service of child support enforcement documents. This could be resolved if those documents were served by parcel delivery with a return receipt. Also, state law does not specify how long an employer must retain the Order to Withhold and Deliver.

Currently, The Notice of Enrollment must be served on employers by certified mail, return receipt requested. Other wage withholding documents may now be served by regular mail. Service of child support enforcement documents by parcel delivery services is not currently authorized. Expiration of an Order to Withhold and Deliver. An employer must retain the Order to Withhold and Deliver for 12 months after the employer no longer employs the employee. An employer only needs to retain the Payroll Deduction Notice until the employer no longer employs the employee.

Under this proposal RCW 26.18.170 would be amended to allow service of the Notice of Enrollment by regular mail. A new section would be added to RCW chapters 26.18 and 74.20A to al-

low service of child support enforcement documents by parcel delivery with a return receipt. RCW 74.20A.080 would be amended to allow employers to retain the Order to Withhold and Deliver for the same time period Payroll Deduction Notices are retained.

The fiscal impact is \$924,000.

Creation of a Washington State Child Support Lien Registry

One alternative that the department has to collect past due child support from a responsible parent is to file a lien on property held by that parent. A lien is only effective for property within the county in which the lien is filed. Regardless of unpaid child support, a responsible parent can buy and sell property in counties other than their county of residence. Therefore, in order to collect past due child support, the Division of Child Support files a lien in any county in which the responsible parent has or may have property.

Under this proposal a new section would be added to chapter 26.23 RCW to create a centralized child support lien registry. This would allow the department to file liens that would attach to all of the responsible parent's real and personal property within Washington State on the date of filing. RCWs 26.18.055, 74.20A.060, and 65.08.070 would be amended to provide adequate notice to title companies and prospective creditors.

The fiscal impact is \$70,000.

Protection of Vulnerable Adults

Currently, requirements for reporting, investigating and providing protective services for vul-

nerable adults are found in three separate statutes. These chapters contain separate and different definitions for abandonment, abuse, exploitation and neglect.

This proposal would change the statutes to provide clarification and ease of reference for those responsible to administer Aging and Adult Services Administration's protective programs. This will minimize confusion and strengthen efforts to protect vulnerable adults, give one statutory reference for non-DSHS agencies and programs to reference, and allow for easier coordination between all entities that provide services for, or protection of, vulnerable adults.

There is no fiscal impact.



To keep up on activities in the 56th Legislature, call the legislative hotline at

1-800-562-6000. You can find out the status of a bill or when a committee hearing will be held. If you are connected to the Internet, the Legislature's Web site has all the current information about the session and legislation <<http://leginfo.leg.wa.gov>>

Washington's public affairs cable television network, TVW, broadcasts session and committee hearings. TVW's Web site allows you to hear the legislative discussions after you download free audio software. <<http://www.tvw.org>>

If you have questions about specific bills or session in general, call Legislative Relations at (360) 902-7814.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality DSHS

Executive Administration

“One of the most important things we can give DSHS customers and our fellow employees in the department is prompt, courteous telephone service - including the chance to talk to a real person when needed.

“I understand that voice mail is useful, but I think many times it’s more of a benefit to the person on the receiving end of the phone rather than the person on the calling end of the phone.

“My goal is to make sure all our voice mail messages have an option to press ‘zero’ and get a real person when needed.”

Charley Reed, Deputy Secretary

QTIP TEAM WORKS ON TELEPHONE SERVICE

The **Quality Telephone Improvement Project** team (QTIP) was formed by the Executive Administration Quality Steering Committee in spring 1998. Its purpose was to identify issues and problems related to DSHS telephone service and make recommendations for improvements. Charley Reed, deputy secretary, sponsored the project team.

In order to limit the scope, the project originally focused on DSHS headquarters offices only. However, the team soon realized that any recommended changes, if implemented, would have statewide impact. Recommendations addressed these areas:

- Resources
- SCAN Directory
- Public Telephone Books
- E-Mail Directory
- Use of Voice Mail
- Training Issues



Members of the QTIP are (from left): Brenda Reagan (Chehalis CSO), Lyla Grimm (Office of Financial Recovery), Terre Penn, (Information Systems Services Division Telecommunications), Shelli McClafflin (ACES), June Simpson (Administrative Services Division), Aleta Quimby (Finance Division), Deputy Secretary Charley Reed, Diane Perry (ISSD), Erin Sando (Constituent Relations), Nancy Gnepper (ASD), and Ziad Abusamha (OFR).

In September 1998, the **QTIP** team made a presentation to the DSHS Cabinet recommending that four new teams be formed to work on specific areas that will improve the agency’s telephone customer service.

TEAM 1 / SCAN AND PUBLIC DIRECTORIES TEAM

Mission: to revise the SCAN directory to make it easier to find DSHS office and employee information, and to develop a standard format for public telephone directories.

SCAN Directory

Drawing from personal experience and gathering opinions from other staff members, the QTIP team found that it is difficult to locate DSHS office and employee information in the state SCAN Directory. In an effort to reformat and add additional information to the directory, the following recommendations for improvements were made:

- Creating a table of contents for the DSHS section
- Adding descriptions of each administration and detailing the programs operating within them
- Inserting a high-level organization chart
- Creating a more extensive list of acronyms
- Implementing a standardized form for requesting SCAN updates
- Adding a functional/topical directory.

DSHS Telecommunications and the Department of Information Services will work together in revising the SCAN Directory so that we will all be able to more easily find the numbers and information we seek.

Public Telephone Books

Locating DSHS services around the state is not an easy task. The QTIP team reviewed local phone books and found incomplete, inconsistent, and misleading information. DSHS Telecommunications will work with local phone companies to standardize DSHS listing formats so our employees and customers can more easily locate services.

TEAM 2 / E-MAIL DIRECTORY TEAM

Mission: to customize data elements in e-mail directories and provide information on how to use them.

Have you received e-mail from someone and tried to locate where they work? Were you aware that there’s a directory service within your e-mail system? Whether you use Groupwise, Exchange, or another e-Mail System, a directory service or “Address Book” is usually available. Many DSHS offices are not currently using this service, although keeping it updated could facilitate quickly locating information about employees.

The QTIP E-Mail Directory Team will recommend that e-mail administrators work to customize data elements in the e-mail directories and ensure timely update of the information. The team is comprised of employees from Mental Health, DCS and DMOS within ESA, ASD, Finance, OFR, and ISSD E-mail.

These are the principal areas the team is addressing:

- Methods to update changes in employee information
- Using a consistent set of data across systems
- Migration to one e-Mail system for the department
- Training tips for using e-mail directories.

TEAM 3 / VOICE MAIL TEAM

Mission: to define and encourage voice mail etiquette throughout DSHS, such as ensuring that DSHS customers can speak to a person when necessary.

How many of you have been lost in “voice mail jail” - bounced from one voice mail message to the next? Isn’t it nice when you can press “zero” and get a real person? And how about when you hear a message from last month and have to guess whether the person is at work or not? You feel much more confident that your call will be returned if the message is up to date.

More of quality efforts and achievements

We owe our customers and co-workers some basic courtesies when using voice mail. This team will work on developing a policy for use by all DSHS employees. The QTIP Voice Mail Team will work with all administrations to research what policies and procedures may already be in place, and to determine what barriers there are to requiring a “zero” option. Team members are from JRA, Children’s Administration, DASA, MAA, ASD, ISSD Telecommunications, and the Pierce North CSO.

The QTIP team found that many employees are not aware of some of the capabilities of their voice mail system. They would like to help employees learn and use the features of the voice mail system in order to provide the best customer service possible. The voice mail team will develop a list of tools and techniques to be sent to Team 4.

TEAM 4 / TRAINING TEAM

Mission: to develop training information for DSHS personnel that will motivate and equip them to achieve quality telephone customer service.

The team strategies are:

- Develop a video to address customer service concepts as they relate to phone service, use of directories, voice mail, and e-mail.
- Develop a new-employee pamphlet and training materials that include outcomes from all of the QTIP teams.
- Develop employee customer service incentives.

The team members work in Finance Division, ESA, the Office of Organization & Employee Development, ACES, and AASA. They may use the resources of DIS’ Washington Interactive Television and DSHS Publications as their work progresses.

QUALITY TEAMS GET RESULTS

The Executive Administration has submitted 10 process improvements to the Governor’s office in the past year, and many more are in progress. Three of those were honored in the Governor’s book, “Governing for Results.” Since we serve internal customers, all of our improvements were actually joint efforts between a division of the Executive Administration and other administration or divisions of DSHS. Following is information about each of the three teams whose efforts were recognized by the Governor’s office:

Leased Circuits Eliminated, Redirecting \$1.1 Million

About 300 leased circuits remained throughout DSHS offices after our data communication conversion to the Wide Area Network (WAN). The WAN enables offices around the state to communicate with each other and mainframe or server systems. The leased equipment was costing about \$1.4 million per year. In the Information Systems Services Division (ISSD), network engineering staff developed a process to find alternatives and eliminate the leased circuits.

Results:

- Older leased circuits were removed through partnerships between ISSD and field staff.
- So far, \$1.1 million in communication costs were redirected to other program needs.



Team members are (from left): Bob Connor, Mike Gould, Vicky Miller, Lori Coker, Bob Hamilton, and Lynda Vintillo (all with Information Systems Services Division).

“TELEPHONE TAG” GAME OVER; BACKLOG ELIMINATED

During the first year the Automated Client Eligibility System (ACES) was implemented, the help desk had a backlog of 200 calls from field staff with questions. Turnaround time was three to four days and sometimes longer if “telephone tag” was encountered. The field staff in the community service offices often needed system questions answered before they could issue benefits to clients.

Help desk staff gathered suggestions from field staff and other stakeholders and re-designed the help desk process. ACES experts have been designated in the community service offices and screen calls before users call the help desk. They can often answer the question directly. At the help desk, questions are answered by the next available analyst rather than going through three levels of help desk staff.

Results:

- The backlog of 200 calls was cut to zero.
- Field staff is better served and can better serve their clients.
- Help desk staff have more time to provide better service.



Team members are (from left): Scott Reese, Cindy Randant, Shelli McClaflin, and Viki Pederson (all with ACES).

ELECTRONIC FUND TRANSFERS SPEED PAYMENTS TO VENDORS

Paying DSHS vendors involved much internal processing as well as reliance on the U.S. Mail. Mailing time added at least two days to the process, and occasionally, warrants were lost or stolen.

Through collaboration with the Office of Financial Management, the Office of Accounting Services (OAS) of the DSHS Finance Division now remits payments to vendors via electronic fund transfers. This allows OAS to greatly improve customer service because the payments are delivered faster and more accurately, with reduced risk of lost or stolen warrants, and without additional cost to the department.

Results:

- Vendors receive payment at least two days faster.
- The state realizes a savings of \$.10 on each of 30,000 payments per year by EFT, for a total of \$3,000 annually. (This savings will increase as the number of payments by EFT continues to increase.)
- There is reduced risk of warrants stolen or lost in the mail.
- The department incurs no additional costs.



Team members are (from left): Don Ahmuty, Phyllis Fountain, Sandy Mitchell, and George Sego. Not pictured Aaron Butcher. (All from the Finance Division.)

DSHS awarded Combined Fund Drive honors

WAt a recent recognition ceremony at the State Reception Room, DSHS received a number of special awards for outstanding leadership and achievement during the 1998 Combined Fund Drive (CFD).

Awards were presented to:

- Lyle Quasim**, DSHS Secretary, CFD Leadership Award
- Bill Hartline**, Region 6 Administrator for Community Services Division, CFD Leadership Award
- Roxanne Lowe**, Economic Services Administration and 1998 Agency Chair, Certificate of Achievement
- Darlene Austin**, Region 6, Community Services Division, Certificate of Achievement

During the 1998 campaign, the department collected \$491,407 from 3,933 contributors, an increase of \$55,834 and 453 contributors over last year. The 13 percent increase in dollars *and* contributors reflects one of the largest increases in DSHS's performance in the Combined Fund Drive.

The 1998 campaign was kicked off by the wildly successful "First Annual DSHS Secretary's Golf Tournament," which raised \$6,500 for the fund. Other events during the six-week campaign included silent auctions, pizza feeds, Halloween parties, and bake sales. In addition, employees were encouraged to donate to the fund through payroll deduction.

In keeping with this year's campaign theme, "Washington

Cares, Building Better Communities," Cheri Garrett with the Wenatchee Community Services Office, said, "I am amazed at the overall kindness of my fellow man and am very proud that our state does such good work in helping our communities!"

The Combined Fund Drive is a statewide fundraising activity, operated through the Department of Personnel, directed toward all state agencies. The campaign offers donors a choice of over 1,500 local, national, and international charities.



Secretary Lyle Quasim and Roxanne Lowe share congratulations for leadership and achievement.

Spokane DCS reaches out to support children

Staff members in the Spokane Office of the Division of Child Support (DCS) have found many ways to share their blessings with the Spokane community. When staff members share their blessings with the community, they also support their office vision statement which encourages them to invest in the future of their communities by assisting families to responsibly support their children.

For the past five years, staff in the Spokane DCS office have participated in the Tree of Sharing program. The names of children

and families are submitted to the program by various charitable agencies. Coded tags are made and are placed on a tree in the office. Staff members select the tags and fill the requests of "their" children. They often purchase extra items which exceed "their" children's wishes.

The staff at the Spokane DCS office are thankful for the opportunity to serve customers every day as part of their jobs and always welcome the opportunity to share with the residents of the Spokane area.

Diversity Calendar

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, e-mail RSWAIN@dshs.wa.gov.

FEBRUARY

- AFRICAN AMERICAN HISTORY MONTH
- 5 Crispus Attucks Day
 - 11 Nelson Mandela Day
 - 12 Lincoln's Birthday
 - 14 St. Valentine's Day
 - 15 Susan B. Anthony Day
 - 16 President's Day
 - 17 Ash Wednesday
 - 18 Chief Leschi Day
 - 19 Day of Remembrance: Japanese American Internment
 - 22 Washington's Birthday
 - 27 Dominican Republic Independence Day

MARCH

- NATIONAL WOMEN'S HISTORY MONTH
- 1 St. David's (of Wales) Day
 - 6 Ghana: Independence Day
 - 8 International Women's Day
 - 10 Harriet Tubman Day
 - 11 International Services Day
 - 12 HOLI Hindu Spring Festival
 - 16 Black Press Day
 - 17 Ireland National Day
 - 20 1st Day of Spring
 - 21 International Elimination of Racial Discrimination Day
 - Baha'i New Year
 - 25 Global Understanding Day
 - 27 China Youth Day
 - 28 Czechoslovakia: Teacher's Day

10 The top ten coaching tips for empowering your employees

By Barbara Poole, M.S., SPHR - President, Success Building, Inc.

- 1 Share your vision for the future.** The first job of coaches as leaders is to paint a clear vision of where the organization is headed and to share this with employees. Vision becomes the basis and the guiding light for establishing individual goals.
- 2 Respect and value the difference among your employees.** The best coaches recognize the advantage in having people with different mixes of skills, strengths, and personal styles. Make sure your employees feel valued for being exactly who they are.
- 3 Whenever possible, ask versus tell.** The simplest way to draw forth your employees' creativity is to ask lots of thought-provoking questions. Conversely, the quickest way to squelch creativity is to do a lot of telling. When you ask versus tell, you'll be amazed at the quality of solutions that are generated, as well as the energy behind them.
- 4 Hear what is being said and listen for what is not being said.** By listening for things like values, dreams, concerns, frustrations, you can discern the message behind the message. This will enable you to acknowledge and work with your employees from their frame of reference instead of yours.
- 5 Give permission to make mistakes!** Were it not for mistakes, the world would not have Post-It notes, WD-40, and a variety of other valuable products and services. Employees who feel that it's OK to take calculated risks and make a few mistakes are more creative, more contributory, and more productive.
- 6 Help people see beyond where they are now.** A good coach helps employees envision what is possible in terms of their growth and development. This is the first step in building new skills and capabilities.
- 7 Suspend your expertise.** It is human nature to be reluctant to offer suggestions to someone who has positioned himself/herself as the "expert." Your employees will be more inclined to tackle tough problems if they aren't led to believe that you have all the answers.
- 8 Lighten up and have fun at work!** Life is too short to do otherwise. Laughter is good medicine, and it frees up creative energy. Have fun, help your employees have fun, too.
- 9 Focus on developing people, not the scoreboard.** One of the great paradoxes of business is that if you focus on people first and results second, you will be more likely to get the results that you want.
- 10 Expect amazing things from your employees.** Positive expectancies breed positive results. Let people know that you expect amazing things from them, and amazing things will happen!

Reprinted with permission.

Shared leave

Lynn Medina, nursing care consultant employed by the Division of Developmental Disabilities serving people in Regions 3 and 4, is in need of shared leave. Lynn was diagnosed with breast cancer in July. Unfortunately, she has had complications and her doctor says she will need to be off at least until June. Lynn will appreciate any and all donations of shared leave. If you have any questions, call Maureen Weeks at (360) 902-8446.

Linda Wood, a financial services specialist 3 with Home and Community Services Region 6, is in need of shared leave. For more information, contact Brenda Hicks at (360) 664-2921.

Terri L. Wright, a financial services specialist 2 with Spokane East Community Services Office, has had extensive surgery and is in need of shared leave. For more information, contact Deborah Burke, (509) 533-2341.



Barnes, Howard A. Jr. 28 Yrs. Economic Services Administration	Norman, Richard D. 21 Yrs. NaselleYouth Camp
Berglund, Florence E. 12 Yrs. Community Services Office North Seattle	Norris, Robert J. 26 Yrs. Division of Child Support
Bui, Bao Dac 24 Yrs. Division of Developmental Disabilities Headquarters	Ortiz, Carol L. 21 Yrs. Western State Hospital
Burbank, Janice E. 13 Yrs. Aging & Adult Services Administration	Otis, Celerina A. 24 Yrs. Frances Haddon Morgan Center
Ceatano, Robert M. 25 Yrs. Division of Program Support	Park, Kenneth 18 Yrs. Fircrest School
Clark, Lydora M. 22 Yrs. Naselle Youth Camp	Paul, Myrthadele 15 Yrs. Community Services Office Okanogan
Colyar, Duane E. 32 Yrs. Administrative Services Division	Plumlee, Jeannine 15 Yrs. Lakeland Village
Davis, Carl L. 12 Yrs. Child Study and Treatment Center	Rasmussen, Theodore 31 Yrs. Western State Hospital
Ellis, Betty Aldean 20 Yrs. Aging & Adult Services Administration Rock Pointe	Rivers, Joyce A. 23 Yrs. Lakeland Village
Farrell, Ruby M. 19 Yrs. Economic Services Administration	Romero, Hye Ran 25 Yrs. Western State Hospital
Harp, Robert R. 20 Yrs. Division of Developmental Disabilities Region 2	Sanchez, Goldie L. 25 Yrs. Division of Child Support
Hays, Jean L. 10 Yrs. Community Services Office Yakima	Sauve, Walter C. 31 Yrs. Community Service Office Yakima
Ivans, Evelyn J. 10 Yrs. South Bend/Long Beach	Schilling, Marjorie 16 Yrs. Aging & Adult Services Administration
Kaps, Lela Darlene 30 Yrs. Division of Management & Operations Support	Summer, Geraldine A. 9 Yrs. Division of Child Support
Kerrick, John C. 36 Yrs. Juvenile Rehabilitation Administration	Terzenbach, Jack 27 Yrs. Juvenile Rehabilitation Administration
Kyllonen, Roberta A. 21 Yrs. Rainier School	Thomas, Janet 31 Yrs. Community Services Office Tri County
Larussa, Gloria A. 13 Yrs. Fircrest School	Tilkin, Richard B. 26 Yrs. Juvenile Rehabilitation Administration
Melone, Betty L. 28 Yrs. Division of Children and Family Services Kelso Office	Tognazzini, Diana 2 Yrs. Western State Hospital
Mooney, James F. 26 Yrs. Division of Disability Determination	Tran, Hau T. 23 Yrs. Office of Financial Recovery
Nguyen, Houng T. 22 Yrs. Division of Child Support Tacoma	Wade, Elaine D. 15 Yrs. Community Services Office Federal Way
	Wright, Daren B. 26 Yrs. Rainier School

These employees retired in November and December 1998

Respect ... walk the talk

The following reprint is shared with permission from Within Your Reach, The Family Resource Coalition of Washington newsletter. The coalition is funded by the Washington Council for the Prevention of Child Abuse and Neglect.

Within Our Reach asked some family members for examples of when they felt respected. Here's what they said ...

“Respect is about who you are. You don't give it to people, or take it away. It's something you have, or not, depending on how much you respect yourself. People in family support can respect families not so much by showing respect as by showing parents and kids ways to respect themselves.”

“Respect is being told that you have happy children because you try to be a good parent.”

“In the United States respect means everybody is equal. In my country, some people are respected more. I feel a little sad when people in this country talk to my grandmother the way they talk to me.”

“Respect is being believed and not having to say what the problem is over and over.”

“As a volunteer, when I say I don't want to do something, like be the person in charge, I sometimes feel people push me. I want to be appreciated for the little things I do, even though I don't want to be the leader. I think that's respect.

“Respect is about having your children look up to you.”

“If the family center people let you use their phone, talk to you like you're their friend, give you keys to let people in, and cry when you move, they respect you.”

Editor's note: The NewsConnection would like you to share your thoughts on what respect means to you. We'll share them with our readers. Send your comments to e-mail lHopman@dshs.wa.gov or Attn: Editor, The NewsConnection, MS 45110 (P.O. Box 45110), Olympia, WA 98506.



SERVICE MILESTONES

Region 1 5 Manna, Victor 5 Robertson, Araceli 10 Chappel, Carol 10 Gilbert, Bo James 10 Jacobson, Larry 10 James, Eilene 10 Prolo, Jerry 10 Richardson, Robin 10 Rowland, Constance 15 Brantner, Kelly 15 Cote-Smith, Diana 15 Middaugh, Gloria 15 Reamer, David 15 Stoy, Kathryn 30 Coghill, Beatrice	15 Kohn, Judy 15 Tobin, Patrick 20 Allen, Ardith 20 Gentry, Joann 20 Gold, Richard 20 Gooden, Sally 25 Retallick, Bernard 30 Laporte, Kay	5 Rodeheaver, Grant 10 Aberle, Barry 10 Blackwood, Kenneth 10 Bleak, William 10 Browning, Debra 10 Grimm, Lyla Kay 10 Harper, Roger 10 Johnson, Kevin 10 Lattimer, Dianne 10 Millikan, Karen 10 Myers, Sally 10 Ozmun, Maria 10 Petersen, Judith 10 Reamer, James 10 Soderquist, Leslie 10 Steele, Sue 10 Stone, Karen 15 Broderick, Eleanor 15 Cabana, Sharon 15 Cortright, Cathryn 15 Emmett, Glenda 15 Hamilton, Sherry 15 Hubbard, Barbara 15 Knutson, Kristal 15 Makowski, Yona 15 McGee-Robeson, P. A.	10 Rapkoch, Ellen 10 Robbins, Karen 15 Day, Charles 20 Erdely, George 20 Mihalovich, Michel	Rainier School 5 Tetrault, Timothy 5 White, Adrienne 10 Hilton, Michelle 15 Fultz, Marvin 15 Lowe, Daniel 15 Twitty, Baren 20 Carlsen, Victoria 20 Jahn, D. Yvonne 20 Meyer, Thomas 20 Moore, Kevin 25 Holman, Stanley
Region 2 5 Choe, Choon Young 5 Main, Robert 5 Miller, Kwajalein 10 Cory, Larry 10 Garza, Diane 15 Carter, James 15 Markham, Karen 30 Martinez, Elida	5 Reese, Beatrice 5 Srey, Hak-Sherry 10 Furman, Robert 10 Hatley, Christine 10 King Jr., Rufus 10 Ly, Chau Le 10 Ralph, Steve 10 Woodburn, Patricia 15 Anderson, Carol 15 Gorshe, Joseph 15 Smith, Susan 15 Tran, Leanne 20 Fowler, Mary	15 Oborn, Lisa 15 Slavick, Peggy 20 Anderson, Julie 20 Baumgardt, Ilse-Dore 20 Glad, D. Lynne 20 Gowen, Carl E Jr. 20 Griffiths, Dorie 20 Groome, Dennis 20 Hergert, Michele 20 Roehrs, Stephen 20 Seaton, Linda 20 Wimpee, Ayuni 20 Youngen, Stephen 25 Alsdorf, Jeffrey 25 Burdette, Marcia 25 De Fields, Deborah 25 Meason, Cynthia 25 Schwartz, George 25 Trana, Terence 35 Zehm, Sandra Lee	Echo Glen Children's Center 5 Peterson, David	Western State Hospital 5 Bjork, Hee 5 Bradshaw, Dolores 5 Cole, Geraldine Liza 5 Detje, Robert 5 Meneilly, Toni 5 Webb, Roberta 10 Bichler, Richard 10 Bravo, Valerie 10 Lander Iii, Charles 10 Mitchell, Diane 10 Ray, Kennard 10 Skyles, Brigitte 10 Slone, Donald 10 Sprout, John 10 Staley, Olive 10 Sutton, Isaac 10 Ward, Rosana 10 Washburn, Kathleen 15 Bartley, Randall 15 Buckner, Brian 15 Craft, Shirley 15 Davis, Ethel 15 Duckworth, George 15 Frawley, Kay 15 Goff, Katherine 15 Hess, Cecilia 15 Isaacs, Henry 15 Mackenzie, James 15 Ray, Wanda 15 Roth, Constance 15 Yi, Paul 20 Buker, Pat 20 Gleich, Robert 20 Mcallister, Kathern 20 Morales-Arroyo, F. 20 Proctor, William
Region 3 5 Keefe, Kevin 5 Kieneker, Cindy 5 Nelson, Ednalene 10 Davies, Adam 15 Henderson, Coni 15 Jueidi, Dayna 15 Stevenson, Judy 20 Paul, Jutta 30 Loss, Rachel	Region 4 5 Arakelyan, Artur 5 King, Latifa-Therese 10 Bell-Lowe, Priscilla 10 Chandler, Juanita 10 Hicks, Robin 10 Lane, Lorrie 10 Mc Cormick, Swanie 10 Pinkney, Stephanie 10 Redmond, Joyce 10 Taylor, Darrell 10 Thompson, Clark 10 Wilkins, Sherman 15 Galloway, Donna Lee 15 Bellows, Catherine 15 Decoteau, Ellen 15 Do, Duc 15 Johnson, Steven	DSHS Headquarters 5 Blankenship, Lindy 5 Bradshaw, Dolores 5 Cathers, Daniel 5 Conklin, Cynthia 5 Davenport, Kenneth 5 Hart, Patty 5 Haskey, John 5 Holcomb, Susan 5 Hults, Phyllis 5 Nolan, Christine 5 Roark, Nicholas	Fircrest School 5 Dalrymple, David 5 Eichhorn, Christophe 5 Mattson, Margaret 5 Walker, Robert 10 Adeyemi, Olusegun 10 Dougherty, Evelyn 10 Mackrell, Thomas 10 Maddox, Marc 10 Paul, Mohinder 10 Philamalee, Doris 10 Smith, Vincent 15 Brown, Danny 15 Wharton, Kathryn 20 Gillette, Roberta 20 Hafzalla, Wagdi 20 Quinn, Kevin 20 Suazo, Connie 25 Ugrin, Sandi	Green Hill School 5 Dotson, Jim 10 Charles, David
			Lakeland Village 5 Goe, Gloria 10 Drake, Joseph 10 Hemenway, Diane 10 Ray, Jan 20 Brumgard, Barry 20 Clarry, Jennifer 20 Dietz, Patsy 20 Gibson, Michael 20 Jones, Betty 20 Jorstad, Sandra 25 Parsley, William	Maple Lane School 10 Hughes, Richard 20 Savoca, Michael 25 Smith, Beverly
			Consolidated Support Services 20 Brannon, Patricia	Mission Creek Youth Camp 10 Hitchings, Chris
			Eastern State Hospital 5 Briggs, Janet 5 Floura, Kamaljit 10 Morse, Tod Kenneth	

These employees celebrated service anniversaries in January 1999